



Corporate and Social Responsibility Policy

January 2024

1. CORPORATE SOCIAL RESPONSIBILITY STATEMENT

Welcome to our Corporate Social Responsibility (CSR) Policy. Our policy sets out some examples of how we, as a firm, act responsibly on both a corporate and an individual level. It also sets out our CSR policy in relation to the four key responsibility areas that we have identified:-

1. Our people and our workplace
2. Our clients, our suppliers and local community
3. Our local and global environment

1. OUR PEOPLE AND OUR WORKPLACE

Equality and diversity

Our people are valuable assets to the business and are critical in enabling us to provide exceptional products and service to our clients and their consumers. We seek to attract, retain and develop people of the highest skillset. We recruit and promote our people on their abilities and promoting equal opportunities and avoiding all forms of discrimination.

Work/life balance

We fully recognise the benefit of a sensible work/life balance for all of our people. Our people have sensible working hours and everyone is actively encouraged to use their full holiday allowances each year. All of our people receive additional holiday over the Christmas period when the business is closed on top of their usual holiday entitlement.

We understand the importance of our people getting to know each other outside of the office setting. We organise regular social activities on a departmental and a firm-wide level and we encourage our people to participate. We encourage training “away days” which are proving very enlightening and successful in meeting training needs and building strong teams.

Nurturing new talent

We have limited availability for work experience opportunities and will only consider such an option as and when we have identified a business need to do so. Vacancies are commonly advertised via LinkedIn and through a local recruitment agency dependent on the role. We carefully consider all CVs that are sent to us at the time we have a vacancy.

Training and development

We recognise the need to continually develop our people. Most of our training and learning occurs on the job and therefore regular feedback is encouraged at all levels. Every one of our people has a Personal Development Review per calendar year.

Mentoring

All new starters are appointed a line manager and are mentored as part of their understanding of our products, the industry and technical experience. All staff are encouraged to learn additional skills and are supported where it is appropriate for the business goals.

Benefits

We offer a competitive salaries and pension. Where possible we aim to meet the individuals' needs as long as this is consistent with our business needs.

Health and safety

We are committed to maintaining the highest standards of health and safety in of our office. We have a formal health and safety policy which underlines our commitment to maintaining a safe and healthy working environment.

2. OUR CLIENTS, SUPPLIERS AND COMMUNITY

Suppliers

We are committed to working towards ensuring that our suppliers focus on environmental impact, sustainability, fair-trade and labour laws, where possible. We shall work towards actively engaging with suppliers and potential suppliers on these issues as part of the procurement process.

Equality and diversity

We are committed to accommodate any specific needs that may arise from our clients. Every member of the firm is expected to comply with this policy and any allegations of discrimination will be taken very seriously. Any client or supplier who has any queries about this should contact the Managing Partner, Bill Willcocks.

Clients and Partners

We have close relationships with all our partners and clients. These relationships help us to fully understand their requirements of our products and services. We are committed to accommodate any specific needs that may arise from our clients. In order to ensure that we deliver all our clients the service they expect:-

- Return our clients' email, support and calls as soon as we can
- Deal with urgent issues as a priority
- Advise our clients of any additional costs

Engagement and Charity

We engage with a local charity Cynthia Spencer (<https://cynthiaspencer.org.uk/>) as our primary focus for fund raising activities. Usually around a golfing event but with other charitable fund

raising activities. We provide and encourage our people to be involved with their activities as part of our responsibility to those they support/community. We all benefit from charity/community involvement, not only for the charity itself, but also ourselves as a business and also our people as individuals.

3. OUR LOCAL AND GLOBAL ENVIRONMENT

Climate change

We are committed to reducing our carbon footprint, but have yet to commission an environmental assessment to use as a basis from which we can use to set ourselves challenging, quantifiable environmental targets.

IT systems

We replace our internal IT equipment every 3 years as a minimum so as to ensure that our staff have up to date equipment but that they also have best energy saving optimization. Our servers are all hosted so that we reduce the local energy footprint. All devices have energy saving and staff are made aware to reduce energy wherever possible such as lights/kitchen equipment.

We understand the importance of meeting clients face-to-face but like them, we also recognize the need to save fuel/travel and the CO2 levels in visiting clients. Where suitable we will utilise Teams/Webex to carry out meetings as to lower reduce time/CO2.

We do not send any paper documents and have very little use of a printer and discourage the need to print anything! We only accept monies to be paid to us via electronic banking and actively encouraging the use of email rather than postal service to assist in this area also.

Environmental management system

We recycle all paper that we receive once it has been scanned, the document is then shredded and taken to a refuse centre.

Cycling to work

We encourage staff to cycle to work where possible and provide cycle storage on premise.

Law and ethics

We are B2B organisation and whilst we understand the importance of money laundering it is not a consideration for us with our clients and the business they conduct through our product and services.

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